

Notice of Allowability

Application No.

09/588,963

Examiner

Akiba K. Robinson-Boyce

Applicant(s)

BOGART ET AL.

Art Unit

3639

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to communications filed 3/30/05.
2. ☒ The allowed claim(s) is/are 2-26.
3. ☒ The drawings filed on 07 June 2000 are accepted by the Examiner.
4. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 - a) ☐ All b) ☐ Some* c) ☐ None of the:
 1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

* Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.

THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

5. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
 6. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
 - (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
 - 1) ☐ hereto or 2) ☐ to Paper No./Mail Date _____.
 - (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.
- Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
7. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

1. ☐ Notice of References Cited (PTO-892)
2. ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3. ☐ Information Disclosure Statements (PTO-1449 or PTO/SB/08), Paper No./Mail Date _____
4. ☐ Examiner's Comment Regarding Requirement for Deposit of Biological Material
5. ☐ Notice of Informal Patent Application (PTO-152)
6. ☐ Interview Summary (PTO-413), Paper No./Mail Date _____
7. ☒ Examiner's Amendment/Comment
8. ☒ Examiner's Statement of Reasons for Allowance
9. ☐ Other _____

EXAMINER'S AMENDMENT

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with David Volejnicek on 6/21/05.

2. The application has been amended as follows:

In claim 13, 3rd line, after "a contact layer of a customer care center comprising", the following was added: "equipment defining".

In claim 14, 2nd line, after, "the contact layer", the following was added: "includes computer instructions that manage", and the following has been deleted "manages".

In claim 19, line 10, after "the contact layer use", the following has been inserted: includes computer instructions that manage".

In the first claim 25, 1st line, "customer care center" has been deleted, and replaced by "medium". Also 2nd line, after "contact layer handlers", the following was added: "include computer instructions that".

In the second claim 25, 1st line, the number 26 replaces the number 25, and "medium has been deleted and replaced by "customer care center". Also, in the 2nd line, after "contact layer handlers", the following was added: "include computer instructions that".

Allowable Subject Matter

3. Claims 2-26 are allowed.
4. Since allowable subject matter has been indicated, applicant is encouraged to submit formal drawings in response to this Office Action. The early submission of formal drawings will permit the Office to review the drawings for acceptability and to resolve any informalities remaining therein before the application is passed to issue. This will avoid possible delays in the issue process.
5. The following is an examiner's statement of reasons for allowance. None of the prior art of record either individually or in combination teach the following:
 - a contact layer, a communications layer and a business layer all connected in a networked environment to form a customer care center that handles the allocation of resources shared by a plurality of handlers, where the communications layer serves as an interface to the contact layer and business layer and conveys decisions of decision-making logic to the contact layer, tracking an accumulating events reported by the contact layer, and providing event data to the business layer.
 - a communications layer for managing communications according to directions received from a business layer, where a contact layer of a customer care center comprising equipment defining a plurality of media-specific handlers for managing contacts in a plurality of communications media is an entity separate from the communications layer and business layer.

The present invention discloses a customer care center for managing contacts in a plurality of communications media with customers of a business. The first allowable

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feature of having a contact layer, a communications layer and a business layer all connected in a networked environment to form a customer care center that handles the allocation of resources shared by a plurality of handlers, where the communications layer serves as an interface to the contact layer and business layer and conveys decisions of decision-making logic to the contact layer, tracking an accumulating events reported by the contact layer, and providing event data to the business layer is not disclosed by any prior art reference. The closest prior art, Beck et al, (US 6,108,711) shows a customer-interaction network operating system for managing interactions in a multimedia communication center has an external media layer for managing media contact between customers and the communication center, a workflow layer for processing customer interactions and routing events to enterprise agents and knowledge workers; and an internal media layer for managing media contact with the agents and knowledge workers.. The next closest prior art, Rangachari et al (US 6,470,227) discloses a method of automating a microelectronic manufacturing process by configuring application objects that implement a domain knowledge for a piece of equipment and implementing a workflow using the application object where the workflow represents a sequence of steps in the microelectronic manufacturing process. However, neither Beck et al, nor Rangachari et al disclose the feature of having a contact layer, a communications layer and a business layer all connected in a networked environment to form a customer care center that handles the allocation of resources shared by a plurality of handlers, where the communications layer serves as an interface to the contact layer and business layer and conveys decisions of decision-

making logic to the contact layer, tracking an accumulating events reported by the contact layer, and providing event data to the business layer. This distinct feature has been added to independent claim 7, and renders it, and all claims that depend from it (claims 2-6, 8-12) allowable.

The second allowable feature of having a communications layer for managing communications according to directions received from a business layer, where a contact layer of a customer care center comprising equipment defining a plurality of media-specific handlers for managing contacts in a plurality of communications media is an entity separate from the communications layer and business layer. The closest prior art, Beck et al, (US 6,108,711) shows a customer-interaction network operating system for managing interactions in a multimedia communication center has an external media layer for managing media contact between customers and the communication center, a workflow layer for processing customer interactions and routing events to enterprise agents and knowledge workers; and an internal media layer for managing media contact with the agents and knowledge workers. The next closest prior art, Rangachari et al (US 6,470,227) discloses a method of automating a microelectronic manufacturing process by configuring application objects that implement a domain knowledge for a piece of equipment and implementing a workflow using the application object where the workflow represents a sequence of steps in the microelectronic manufacturing process. However, neither Beck et al, nor Rangachari et al disclose the feature of having a communications layer for managing communications according to directions received from a business layer, where a contact layer of a customer care center comprising

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equipment defining a plurality of media-specific handlers for managing contacts in a plurality of communications media is an entity separate from the communications layer and business layer. This distinct feature has been added to independent claim 13. and renders it and all claims that depend from it (Claims 14-26) allowable.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Akiba K Robinson-Boyce whose telephone number is

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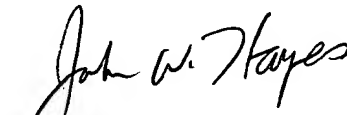
571-272-6734. The examiner can normally be reached on Monday-Tuesday 8:30am-5pm, and Wednesday, 8:30 am-12:30 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Hayes can be reached on 571-272-6708. The fax phone numbers for the organization where this application or proceeding is assigned are 703-746-7238 [After final communications, labeled "Box AF"], 703-746-7239 [Official Communications], and 703-746-7150 [Informal/Draft Communications, labeled "PROPOSED" or "DRAFT"].

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is 703-305-3900.



A. R. B.
June 22, 2005



JOHN W. HAYES
PRIMARY EXAMINER